



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,678	03/31/2001	Wai H. Pak	M-11538 US	6116
60975	7590	07/12/2006	EXAMINER	
CSA LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759			BRUCKART, BENJAMIN R	
			ART UNIT	PAPER NUMBER
			2155	

DATE MAILED: 07/12/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/823,678	PAK, WAI H.	
	Examiner Benjamin R. Bruckart	Art Unit 2155	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 15 May 2006.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-98 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-98 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
 Paper No(s)/Mail Date _____.
- 4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
- 5) Notice of Informal Patent Application (PTO-152)
- 6) Other: _____.

Detailed Action

Status of Claims:

Claims 1-98 are pending in this Office Action.

Claims 1-2, 4-7, 12-13, 15-18, 23-24, 27-30, 35, 37-38, 41-47, 50-56, 59-63, 65-66, 69-71, 73-74, 77-79, 81-82, 85-87, 89-90 and 93-95 have been amended.

Response to Arguments

Applicant's arguments filed 5/15/06 have been considered but are moot in view of the new ground(s) of rejection.

Applicant's invention as claimed:

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-98 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent Publication No. 2001/0042131 by Mathon et al.

Regarding claim 1, an inter-module communication comprising:
a message (para 10), wherein

said message comprises customer relations management system information and other customer relations management system information,

 said customer relations management system information comprises at least one of agent information and work item information (para 3),

 said agent information comprises information regarding an agent,

 said work item information comprises information regarding a work item (para 3),

 said other customer relations management system information is other than said agent information and said work item information,

 said other customer relations management system information comprises at least one of a command, request, and a notification (para 58, 70), and

 at least a portion of said message is encoded in a markup language (para 12).

Regarding claim 2, the inter-module communication of claim 1, wherein

 said notification comprises at least one of notification of an event and autonomously provided information (para 70).

Regarding claim 3, the inter-module communication of claim 2, wherein

 said customer relations management system information further comprises at least one of queuing information, statistical information (para 13), connection information and rule information.

Regarding claim 4, the inter-module communication of claim 1, wherein

 said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation (para 70).

Regarding claim 5, the inter-module communication of claim 1, wherein

 said other customer relations management system information comprises said request, said request configured to cause a module receiving said message to reply with requested customer relations management system information (para 14).

Regarding claim 6, the inter-module communication of claim 2, wherein
said other customer relations management system information comprises said
notification, said notification is generated by a module generating said message (para 56, Fig. 4,
tag 404).

Regarding claim 7, the inter-module communication of claim 1, wherein
said message is communicated in order to cause a function to be performed, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function (para 70, 71).

Regarding claim 8, the inter-module communication of claim 7, wherein
said agent-related function is one of an AgentLogin command, an AgentLogout
command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a
ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate
request, a RequestAgentMediaMode request, a Requestsystemstate request (para 58, 70), a
RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
RequestAgentWorkItemList request, and a RequestAgentMediastate request.

Regarding claim 9, the inter-module communication of claim 7, wherein
said work item-related function is one of an AddWorkItem command, a
RequestWorkItemstatus request (para 10, 14), an AcceptWorkItem command, a RejectWorkItem
command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a
WrapcompleteWorkItem command, an HoldWorkItem command, an UnholdWorkItem
command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command
and a TransferWorkItem-roRoute command.

Regarding claim 10, the inter-module communication of claim 7, wherein

said statistics-related function is one of a SetchannelstatInterval command, a SetRoutestatInterval command, a StartAgentstat command, a StopAgentstat command and a Getsystemstatistics request (para 65).

Regarding claim 11, the inter-module communication of claim 7, wherein
 said administrative function is one of a UQopenconnection command (para 16), a UQReopenconnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

Regarding claim 97, the inter-module communication of claim 1, wherein
 said customer relations management information includes customer relations management information (para 3, 10, 11).

Regarding claim 98, the inter-module communication of claim 1, wherein
 said customer relations management system information includes customer relations management software information (para 10-12).

Regarding claim 26, the method of claim 23, further comprising:
 communicating said message from a commerce server to a universal queuing system (para 62-63)

Regarding claim 35, the method of claim 23, further comprising:
 sending said message (para 10).

Regarding claim 36, the method of claim 35, further comprising:
 receiving said message (para 16).

Claims “12-96” do not teach or define any new limitations above claims “1-11, 26, 35 and 36” and therefore are rejected for similar reasons.

REMARKS

The applicant has provided amendments to the claims with remarks. The amendments are a step in the right direction by defining some of the terminology but the definitions are broad in meaning.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 8:00-5:30PM with every other Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Saleh Najjar can be reached on (571) 272-4006.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Benjamin R Bruckart
Examiner
Art Unit 2155
brb *BRB*

Philip Tran
PRIMARY EXAMINER